

Befriending Service Volunteer Opportunities



FOR MORE INFORMATION CONTACT
befriending@clevelandfire.gov.uk
01429 872311

Volunteer Opportunities

Thank you for your interest in volunteering for our Befriending Service for Hartlepool area.

This is a fantastic opportunity to give something back to your community and support people who may struggle to access social groups on their own to build confidence and get out and about. It's also a chance for you to use your experience to support others, build on your skills and become part of our team of volunteers.

Volunteers are vital to the successful delivery of our befriending service. We are committed to providing an excellent volunteer experience. We need you to help us reach our vision of Safer, Stronger Communities across Cleveland.

The scheme is completely free and is funded by Hartlepool Borough Council and delivered by Cleveland Fire Brigade (CFB).

Why is CFB delivering this service?

Research shows that loneliness and isolation can result in a decline in an individual's physical and mental health which can result in risks to the individuals safety such as the inability to self-rescue in the case of a fire – if we can reduce loneliness and isolation we can increase safety and reduce risk.

We also have accessible community fire stations at the heart of our communities and to support the befriending service we will run a series of activities at our stations for our clients and volunteers to attend and provide safety advice.

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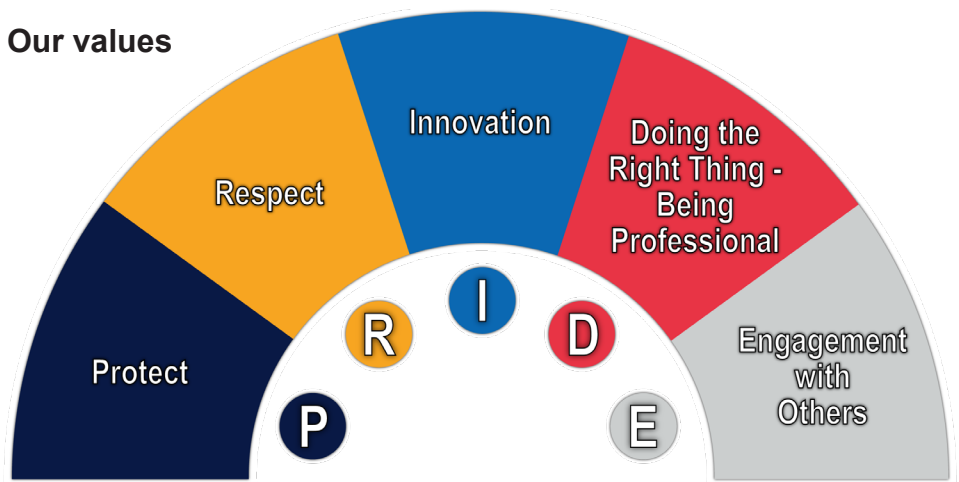
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What is the befriending service?

This service is to support those who have little or no contact from family and friends and live alone in Hartlepool. It intends to tackle loneliness and isolation. The service provides clients with a matched volunteer who will build a relationship with them.

Initially this may be visiting them in their home for a friendly chat over a cup of tea and will hopefully build to accompanying clients on short walks, outings or to attend local social groups. With the intention of building the clients confidence to participate in these activities unaccompanied and perhaps eventually become volunteers themselves.

Our values



Our expectations of YOU

To volunteer in line with our organisational values and behaviours



To carry out your role in line with the training provided by CFB



To follow CFB policies and procedures when fulfilling your role



To be reliable, professional and create a supportive relationship
with your matched client



To report any concerns immediately to the Service Co-ordinator



To respect the rights and values of your clients, even if they
differ to your own



To understand that your role places you in a position of trust
with our clients and to treat that trust with respect



To return any loaned equipment and uniform when you end
your volunteer role

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Support you can expect from US

Full induction and training



Support from your line manager, service manager and wider CFB colleagues



Issue of mobile phone, ID badge and uniform



Robust safeguarding policies and procedures with officers on duty 24/7



Reimbursement of all out of pocket expenses



Training and development opportunities



A reference for any future opportunities



Provision of approved and authorised insurance to cover



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Where do I sign up?

You can complete the registration form on the next page and send to:

Befriending Service Co-ordinator,
Training and Administration Hub,
Cleveland Fire Brigade,
Queens Meadow Business Park,
Hartlepool
TS25 5TH

Or you can scan and email to **befriending@clevelandfire.gov.uk**

For more information you can call us on **01429 872311**.



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Volunteer Registration Form

First Name..... Surname

Home Address.....

.....

Telephone No (Day)

Telephone No (Evening)

Email Address.....

What would you like to achieve through your voluntary work at the organisation?

.....

.....

Do you have any support needs? (Please specify)

.....

Previous experience (Paid or unpaid).....

.....



Volunteer Registration Form

Any other information relevant to the post

Days/hours available

Mon	Tue	Wed	Thurs	Fri	Sat	Sun
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How did you hear about our organisation?

References - Please supply the names and addresses of two referees who know you well. This may be a previous or current employer, neighbour, head teacher or a previous volunteering project. Please note that a referee cannot be a relative.

Name	Relationship to referee	Position	Address	Telephone No	Email

Agreement

Please sign to confirm that the details contained in this form are a true reflection of the discussion.

Signed by Befriending Service Coordinator	Date
Signed by Volunteer	Date

For Official Use Only: Befriending Service

Sent to DBS: ____/____/____ Received: ____/____/____

Letter To volunteer: ____/____/____

Approve / Not Approved / Query

Notes: